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**Business Technology Alignment (BTA)  
Architecture Working Group (AWG) Meeting Minutes  
June 12, 2002**

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| <b>Location:</b>                 | 830 1 <sup>st</sup> Street, NE, WDC (room 107), 2:00 –3:00                                                                                                                                                                                                                                                              |
| <b>Members Attending:</b>        | Dave Elliott (substituting for Denise Hill)<br>Bruce Kingsley (substituting for Paul Peck)<br>Carl Porter<br>Martin Renwick<br>Ron Sann<br>Paul Stonner<br>Howard Weitzner<br>--<br>Karen Anderson<br>Bill Malyszka                                                                                                     |
| <b>Absent:</b>                   | Anna Allen<br>John Gaeta<br>Paul Hill, Jr.<br>Robert Laurence<br>Ray Thomas                                                                                                                                                                                                                                             |
| <b>Invitees:</b>                 | Monica Krueger                                                                                                                                                                                                                                                                                                          |
| <b>Agenda:</b>                   | <ul style="list-style-type: none"><li><input type="checkbox"/> Status of action items from previous meetings</li><li><input type="checkbox"/> ASG update on electronic mass mailing</li><li><input type="checkbox"/> Update on the Consistent Answers effort</li><li><input type="checkbox"/> Meeting wrap-up</li></ul> |
| <b>Issues/Risks:</b>             | None                                                                                                                                                                                                                                                                                                                    |
| <b>New Action Items:</b>         | None                                                                                                                                                                                                                                                                                                                    |
| <b>Outstanding Action Items:</b> | None                                                                                                                                                                                                                                                                                                                    |

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| <b>Decisions:</b>    | None                                                                                                     |
| <b>Next Meeting:</b> | <b>Wednesday, June 26, 2002</b><br><b>2:00pm to 3:00pm</b><br><b>Room 107, 830 1<sup>st</sup> St. NE</b> |

Meeting Discussion Items:

- Status of action items from previous meetings
  - The action item from the 5/29/02, in which Kathryn Pirnia will draft a process that will define how changes to shared data will be negotiated among affected systems, will be closed as an AWG action item. Kathryn, and CIO, will develop this process and present it to the AWG for feedback.
  - As originally chartered, the AWG chair will be rotated among the FSA business channel members. The new rotation will be:
 

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|-----------------|----------------------|
| Paul Stonner    | June – August        |
| Robert Laurence | September – November |
| Paul Hill       | December – February  |
| Anna Allen      | March - May          |
- Update on the Consistent Answers effort
  - Consistent Answers (CA) is an effort to consolidate most of the FSA customer service telephone numbers into one central number. Callers will respond to the prompts to be routed to the appropriate call center. Cost savings will be realized through more effective call transferring, which eliminates paying twice for one call. Inbound TTY/TDD and international calls will not be routed through the CA implementation.
  - Release 1 will go live shortly and will provide functional routing of callers to call centers. The prompting menu is also available in Spanish through this release. It will include basic Interactive Voice Recognition (IVR) for the prompts. The new number is 1-800-4FED-AID. All old phone numbers will be rerouted to the new number. Usability testing has validated the prompting menu for customer ease of use.
  - Release 2 will allow customers to enter their PIN and have it handed off when the caller is routed to a call center. Subsequent releases will include IVR implementation to allow callers to self-serve. These releases will also standardize call centers on a common desktop so that all customer contacts can be tracked.
  - The projected release schedule is:

Release 1      06/2002

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| Release 2 | 11/2002 |
| Release 3 | 05/2003 |
| Release 4 | 11/2003 |
| Release 5 | 05/2004 |

- There are options for additional releases after the scheduled releases are delivered.
- CA is expected to impact the call center operations but not to reduce the FSA workforce.
- The CA implementation accounts for maintenance windows in back end systems on Sunday mornings between 3 a.m. and 5 a.m. There are also two backup sites in case the primary iBasis site goes down.
- The handling of default borrowers is included in the CA implementation. All callers are routed through the same top menu and then routed to specific call centers to handle their needs. Gary Hopkins review of the CA design addressed his concern that the borrower who was on the brink of defaulting was routed to the appropriate call center. There was concern that defaulting borrowers would not be sufficiently prompted to route them to the call center that would be relevant. This issue will be addressed offline as it is beyond the scope of the AWG.
- ASG update on electronic mass mailing
  - The investigation is progressing. The email architecture capacity is being identified, the prevention of FSA generated email from being labeled as Unsolicited Bulk Email (UBE) is being investigated, and best practices for email system testing are being developed. The ASG results are expected within the month.
- Meeting wrap-up
  - No additional business raised.